



Knowledge Powered by People™

Tomoye CoPs

Chris Chantler, Account Executive
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I'm not alone

Tomoye Customers

<p>US Department of Defense</p> <ul style="list-style-type: none"> •Defense Acquisition University (Award Winner) •US Army, BCKS (Award Winner) •US Army, Company Command (Award Winner) •National Defense University •Defense Information Systems Agency •Naval District Washington •Naval Intelligence •Chief of Staff Army – 12 Transformation Initiatives •Army Corps of Engineers •Defense Modeling and Simulation Organization •Army Records Management •More... 	<p>Canadian Government</p> <ul style="list-style-type: none"> •Defense Research and Development Canada – Chemical Biological Radiological Nuclear Research and Technology Initiative •Defense Research and Development Canada – Disruptive Technology Watch •Department of Foreign Affairs and International Trade •Department of Canadian Heritage (Award Winner) •Health Canada – Bio-terrorism •Health Canada – Public Involvement Consultations •Public Service Human Resources Management Agency of Canada •More...
<p>US Civilian Government</p> <ul style="list-style-type: none"> •Internal Revenue Service (Award Winner) •Department of Education •US Agency for International Development - Micro-Enterprise Development •US Agency for International Development – Africa Bureau (Poverty and Agriculture) •US Agency for International Development – Good Governance Network •US Nuclear Regulatory Commission •More... 	<p>Global 2000</p> <ul style="list-style-type: none"> •Lockheed Martin •John Deere •Mars Corporation •Petrobras (Brazil Oil and Gas) <p>International Agencies</p> <ul style="list-style-type: none"> •NACUBO •UNESCO (support Afghanistan etc) •Berkana Institute •International Resources Group •Semantic Interoperability Group •More...



Acquisition Community Connection

Where the AT&L Workforce Meets to Share Knowledge



***Using Communities of Practice to
support the AT&L Workforce***

February 23, 2006

DoD would be like Wal-Mart . . .

Knowledge Powered by People™

. . . if Wal-Mart's 3000+ stores moved



. . . if a Wal-Mart stockout meant that everyone inside the store could die.

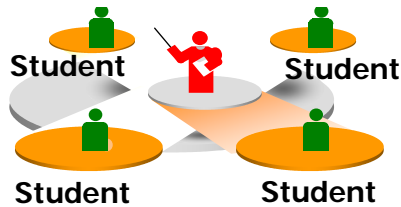


. . . if associates had to wear a different kind of vest



- Collaboration
- Knowledge Sharing
- Find/Accelerate Solutions

Instructor Centric



Learner Centric

**Faculty/
Staff Contributions**

**Student
Participation**



**Course
Development**

**Acquisition
Connect**

Career Long Learning

**Expertise
Location**

Training Center

Tools

**Community
Connection**



Policy & Guidance



**Knowledge
Repository**

Shifting from a traditional instructor centric paradigm to 24/7 performance support focused on the needs of the AT&L workforce.

Implementation Approach

Build a solid foundation to support the community structure

Focus on collaboration and the interaction between people

Establish a minimalist support structure for developing and maintaining communities

Maximize organic support by transforming the way business is conducted

Tie to compelling business issues and needs

Build a structure that supports communities, knowledge areas and workforce specific collaboration

**DAU Community of Practice Implementation
Guide Supports this Approach**

Fostering the Adoption of KM Practices

- Tied KM contributions to faculty performance assessments - instituted KM contribution factor May 2002 “serious about change”
- Integrated KM methods and tools into on-line & live courses -- workforce has access to knowledge and peers back on the job “provide the capability to connect”
- Pushed use of collaboration tools in internal DAU processes “practice what we preach”
- Trained students in their use of tools “taught them to fish”

Lessons Learned

Building and sustaining communities **takes work**

Communities need a **healthy infrastructure**

Technology solution is an important enabler but
NOT the central component

Every community is different and those unique
differences influence its approach and direction

Focus on building **connections to people**

Encourage hand holding and one-on-one support

Members **MUST** find **value in the community**

IRS



CI KNOWLEDGE MANAGEMENT

Implementing Communities of Practice
in Criminal Investigation

Background

In the fall of 2002 CI began piloting knowledge management (KM) capabilities within CI

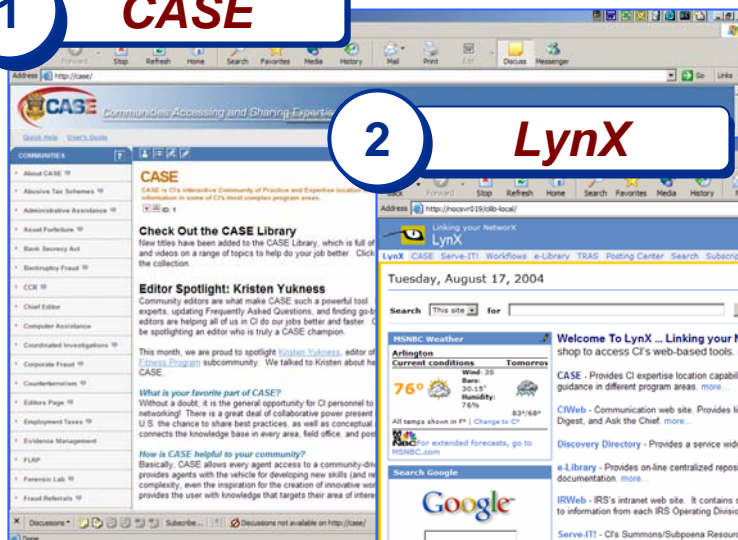
The KM program in CI was designed to meet several challenges:

- Investigations are complex in nature (and getting more complex)
- Some of the most experienced agents are nearing retirement (or have already retired)
- CI is a very geographically dispersed workforce
- Can be difficult to locate experts beyond your own field office
- Few mechanisms exist to share knowledge across geographic boundaries

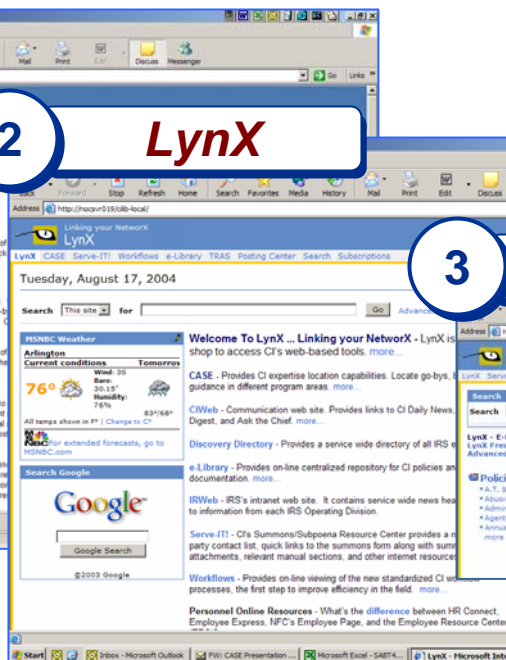
KM Capabilities

The KM department now supports four tools to help CI staff locate investigative expertise and information

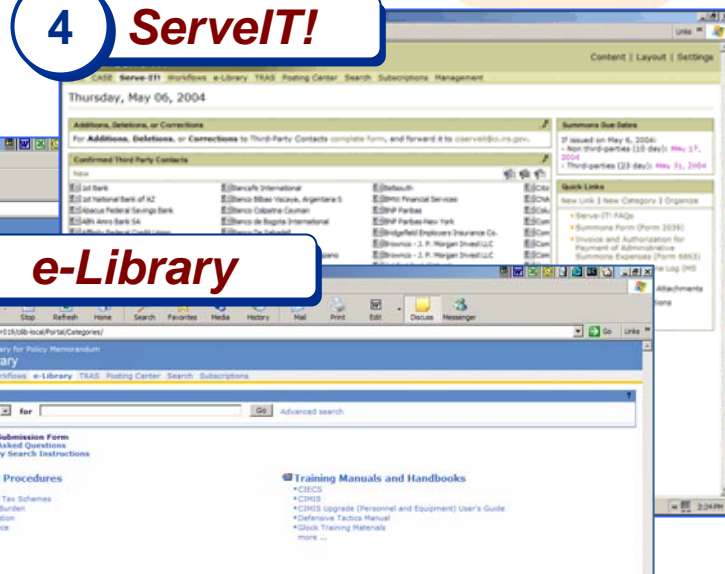
1 **CASE**



2 **LynX**



4 **ServeIT!**



3 **e-Library**



CASE

The Heart of the Knowledge Management System – Expertise Location and Communities of Practice

CASE, or **C**ommunities **A**ccessing and **S**haring **E**xpertise, is *an interactive expertise location and community of practice tool designed to gather, store, and share CI's collective expertise*

CASE provides nationwide access to best practices, go-bys, training materials, frequently asked questions, and access to subject matter experts:

- “The Leader Within You” houses references and resources to help improve leadership skills. This community contains over 60 books, videos, and audiotapes that can be checked out
- “The Special Agent Report community” contains over twenty sample reports to guide staff in preparing various types of investigations

Navigate Communities for information on key CI program areas

Locate Best Practices, Go-bys, training materials, and experts

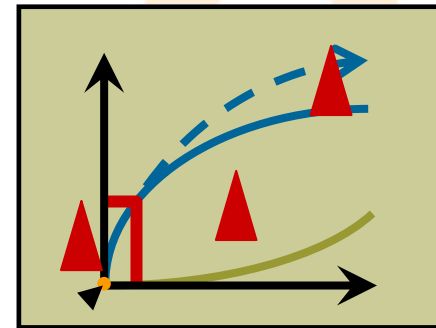
Contribute knowledge and expertise

You can access CASE by just typing "CASE" in your web browser!

The Heart of Knowledge Management System – Expertise Location and Communities of Practice (Continued)

	Phase A: Pilot	Phase B: Strategic Expansion	Phase C: Strategic Expansion	Phase D: Full Deployment	
	Sept. 2002 to April 2003	May to Sept. 2003	Oct. to Dec. 2003	Jan. 2004 to Present	Total
Number of Field Offices Trained	6	17	6	6	35
Number of users	800+	1700+	300+	1800+	4,600+
Number of Communities	6	5	2	11	24
Number of Knowledge Objects	500	170+	250+	1,300+	2300+

Communities are aligned to CI's legal and illegal income, tax enforcement, national law enforcement priorities



Developing communities of practice
to provide strategic advantage
for your organisation
Case Study: Company Command (US Army)

The War in Iraq

- 250,000 soldiers entering or leaving Iraq
- Arriving commanders desperate for information that will keep their soldiers from becoming casualties
- Departing commanders passing on hard-won knowledge to their successors, in e-mails, in essays, in PowerPoint presentations and rambling memoirs

A few lessons learned

- Lt. Col. Russell: Use toy car radio-controllers to detonate bombs
- Swerve from lane to lane on highway overpasses to avoid ambushes
- Maj. Eric Estep: Travel in large convoys – small ones get hit most often
- Capt. Morgan: Make wiiiiide right turns – bombs usually planted close to curb!
- Capt. Morgan: Every soldier should carry a tourniquet sufficiently long to cut off the gush of blood from major leg wounds. “It saved four of my soldiers' lives.”

What's a Company?

- 3,800 Company Commanders every 18 months
- 80-200 soldiers in a company

The challenge to a commander

- Few formal learning resources about *how* to lead.
- Virtually no time to read them.
- Previous company commander re-assigned.
- Most mistakes made in Commander's first 6 months – mistakes can be fatal.